

CITY OF HIGH POINT

AGENDA ITEM



TITLE: Consideration of a Contract with Moetivations, Inc.	
FROM: Adam Ward, IT Services Director	MEETING DATE: September 16, 2024
PUBLIC HEARING: No	ADVERTISED DATE/BY:
ATTACHMENTS: Quote – Moetivations	

PURPOSE: To provide temporary staffing for 911 Communications.

BACKGROUND: The 911 Communications division has reached critical staffing levels. The department is working to fill vacancies in the division. New hires will not be eligible to perform call taking and radio dispatch duties until completing the agency's training program. This process takes six to nine months. In the interim, veteran staff are having to provide coverage for shift shortages. To ease the demand on staff, the department is requesting that we obtain two temporary 911 Telecommunicators for a period of six months from Moetivations, Inc. The not to exceed amount is \$177,697.92.

BUDGET IMPACT: Funds are available in the FY 2024-25 budget.

RECOMMENDATION /ACTION REQUESTED: The Department of IT Services recommends that the vendor Moetivations, Inc. be awarded the contract. We further recommend that City Council approve the contract and that the appropriate City official and/or employee be authorized to execute all necessary documents.





MOETIVATIONS



TEAM ON DEMAND SERVICES PROPOSAL:

QUALITY ASSURANCE / QUALITY IMPROVEMENT

Assessments, Evaluation Scores, & Reports
Body Worn Camera Evaluations

LEADERSHIP DEVELOPMENT

Virtual and Onsite Training
Mentor & Coaching Programs

OPERATIONS SUPPORT SERVICES

Dispatcher on Demand
SOP & Policy Editing
Peer Support & Wellness Programs
Cyber Security Analysis

PREPARED FOR:

High Point 911 Communications, NC
Kyle Thaggard
Telecommunications Manager

PREPARED BY:

Mike DeSeve
Proposal Manager

ON BEHALF OF:

Grant Dieckmann
grantd@moetivations.com
Main Office 303.993.7850
www.moetivations.com



MOETIVATIONS

AGENCY: High Point 911 Communications, NC

DATE: 7/26/2024

CONTACT: Kyle Thaggard

QUOTE # **24MD090A**

PROPOSAL

Dispatcher on Demand Services

Rate Range per hour:	Low		High	CAD	Central Square One Solution
	\$ 21.50	--	\$ 37.05	911	Vesta
Months in Term:	6 months with option to renew to 24			RADIO	Motorola MCC7500
	Calltaking phased into dispatching, not including CTOs or Supervisors			RECORDER	Eventide

ITEM	DESCRIPTION	QTY Hours	LIST	MONTHS IN TERM	MONTHLY FEE	SERVICES TOTAL
DOD - 00B	Launch, set up & test (one-time fee) 3 to 4 weeks	1	\$ 9,580.00			\$ 9,580.00
DOD - 012	MONTH 1 (Approx 2 Weeks) 12 hr. coverage; 6hr and 12hr shifts 2 seats x 12hrs = 24 hrs. per day /7days 84 per week	168	\$ 46.84	1	\$ 7,869.12	\$ 7,869.12
DOD - 012	MONTHS 2 - 6 12 hr. coverage; 6hr and 12hr shifts 2 seats x 12hrs = 24 hrs. per day /7days 84 per week	1,820	\$ 46.84	5	\$ 17,049.76	\$ 85,248.80

WEEKLY (7days)	MONTHLY	ANNUAL	SERVICES SUBTOTAL:	
84	364	4,368	\$	102,697.92
			MONTHLY FEE if prepaid 3.1%	\$ 16,521.22 \$ 92,186.09

LOGISTICS

ITEM	DESCRIPTION	ESTIMATED MONTHLY FEE
DOD - OOT	The Logistics Fees are designed to provide all participants transportation, arrival to site, room & board, and per diems/expenses. Amounts are estimated, with best faith efforts to keep costs minimal and continuously monitored. The following expenses are covered under this umbrella: <ul style="list-style-type: none"> •Flights for Team to rotate in and out. •Housing for Team (Room and Board). •Transportation for Team (Uber/Lyft, Rental Cars, etc..). •Individual Per Diem and Expenses. 	RANGE \$8,500 to \$14,500
Invoiced exact plus 9.5%		LOGISTICS ESTIMATION 6 months: \$ 75,000.00



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APPROVAL PAGE

Quote Valid for 120 days

LAUNCH FEE INCLUDES

PROGRAM MANAGEMENT & LAUNCH MEETINGS (Virtual)
 Monthly Reporting & Feedback Loop set up; (Onsite mtgs optional)
 SITE ASSESSMENT & PROFILE INTAKE FORM
 SECURE FILE SET UP (SHAREPOINT SUBSITE)
 Collect & Document participant work assignments
 SOP & POLICY files
 SCOPE Document & Escalation Details
 PORTAL IMPLEMENTATION with secure URL
 RECORD & UPLOAD ORIENTATIONS INTO PORTAL (3 hr. each)
 911 SYSTEM Recording
 CAD System Recording
 RADIO System Recording
 LOGISTICS COORDINATION
 PARTICIPANTS BACKGROUND CHECKS
 COLLECT & DOCUMENT RELEVANT RESOURCES

AGENCY PROVIDED

AGENCY PROFILE, CONTACT & SCOPE DETAILS
 JURISDICTIONS & DISPATCHED AGENCIES OVERVIEW
 SOP & POLICY DOCUMENTATION
 TRAINING PROGRAM DOCUMENTATION may include but not limited to: Call Types, CAD codes, radio codes, common phone numbers, major public buildings, reference guides, MAPs and other docs as needed for participant work assignments
 COORDINATION & ORIENTATION RECORDINGS
 POINT OF CONTACT FOR PROGRAM PARTICIPANTS
 ONSITE ORIENTATION DAY
 FACILITY OVERVIEW
 NCIC APPROVAL
 UNION (if applicable) APPROVAL
 PARTICIPATE IN RESOURCES DETAILS

PAYMENT TERMS

SERVICES	LAUNCH	Launch fee plus first month	Due Upon Award
	Monthly Contracts	Invoiced end of month	Due Net 21
	Logistics	30% Deposit due against logistics term	Due Upon Award
	Logistics	Invoiced at end of month Exact plus 9.5%	Due Net 21

PREPAID DISCOUNTS	1% to 5% discount for prepaid programs	Due Net 15
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TRAINING	Months equal to Term	Included in Launch fee
PORTAL	Additional Staffing	Prepaid and Discounted
		Due Net 30

PROPOSAL APPROVAL _____ Total \$ _____

AUTHORIZING SIGNATURE _____ Date _____

AUTHORIZING NAME _____

TITLE _____

OPTIONS APPROVED _____ Total \$ _____

The authorizing party must have budgetary discretion to approve the terms described in this Proposal. Final invoices to include any taxes or credit card processing fees, if applicable. The approved proposal will be attached as an Exhibit to the Service Agreement, as needed.

Statement of Confidentiality & Non-Disclosure

This document contains proprietary and confidential information. All data submitted to your agency is provided in reliance upon its consent not to use or disclose any information contained herein except in the context of its business dealings with MOETIVATIONS, Inc. The recipient of this document agrees to inform employees of your agency who view or have access to its content of its confidential nature. The recipient agrees not to duplicate or distribute or permit others to duplicate or distribute any material contained herein without MOETIVATIONS, Inc. express written consent. MOETIVATIONS, Inc. retains all title, ownership, and intellectual property rights to the material and trademarks contained herein, including all supporting documentation, files, marketing material, and multimedia. By acceptance of this document, the recipient agrees to be bound by the aforementioned statement.



Job Title: Call-Taker/Dispatcher - limited scope

Department: COMMUNICATIONS CENTER

Serve as the first point of contact for the communications center, answering emergency and non-emergency calls for service involving police, fire, or medical emergency and other public service requests. Responsible for answering calls requesting emergency service; providing routine non-technical information; extracting call information and providing pre-arrival instructions based on protocols.

Identify need for Dispatch, and coordinate with Dispatch within in the communications center to send appropriate Law, Fire, and EMS agencies to calls for service.

Job Duties and Responsibilities – include but are not limited to the following:

Receive and process all calls requesting response from emergency service agencies within the communications center to include 911 calls and texts, 911 transfer calls from other Public Safety Answering Points (PSAP), and calls from administrative lines.

As allowed: Use Computer Aided Dispatch (CAD) system to enter all call information, perform queries, and enter other related logs or information in the CAD.

As allowed: Use the National Law Enforcement Teletype System (NLETS) and National Crime Information Center (NCIC) according to policy for queries, entries, confirmation, and validation in accordance with established protocols.

Adheres to NCIC and CJIS administrative and security requirements, systems sanctions, criminal history dissemination, etc., as required.

As allowed: Use emergency communication systems, paging, and other alert systems to dispatch, communicate and coordinate with emergency responders.

As allowed: Answer and acknowledge all warnings, alerts, and tests from the National Warning System. Disseminate weather watches and warning information to all emergency responders and general public as required.

Contribute to the efficiency and effectiveness of the department's service to its customers by offering suggestions and participating as an active member of a working team.

Represent the PSAP with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

AGENCY CREDENTIAL REQUIREMENTS:

LICENSES & CERTIFICATIONS: ability to obtain and maintain the following certification within 3 months of arriving onsite, and maintain certifications to continue services in position

NCIC CERTIFICATION

Public Safety Telecommunicator Certification: **ADD STATE HOURS OR ASSOCIATION DETAILS**

Emergency Medical Dispatch Certification: **ADD SPECIFIC PROTOCOL REQUIRED**

EDUCATION REQUIREMENTS: ADD MINIMUM REQUIREMENTS HERE